

Abstract

Apparatus and methods are provided for effecting telephonic communication. In one aspect of the invention, a telecommunications system includes a hub location including a call center front end, one or more remote  
5 locations each including a call center back end, and a connectivity member for connecting the hub location to the one or more remote locations. In the preferred embodiment, the one or more remote locations are preferably geographically separate from the hub location, such as in different parts of the country, or in different countries, and the connectivity member preferably includes an  
10 asynchronous transfer mode (ATM) based transport network.

096933E-10400